

Please amend the present application as follows:

Claims

The following is a copy of Applicant's claims that identifies language being added with underlining ("____") and language being deleted with strikethrough ("~~_____~~") or brackets ("**[[]]**"), as is applicable:

1. (Currently amended) A method for reporting imaging device problems, the method comprising:

determining that a problem has been encountered by a user of the imaging device by detecting a device error on the imaging device or receiving with the imaging device a problem indication input by the user with a user interface of the imaging device;

responsive to determining that a problem has been encountered, collecting on the imaging device data relevant to diagnosing or fixing a the encountered problem encountered by a user of a device;

collecting user input regarding the encountered problem; and

generating creating a customized problem report file that ~~describes the problem and that includes~~ contains the collected device data and the collected user input.

2. (Canceled)

3. (Currently amended) The method of claim 1, wherein collecting device data comprises collecting one or more of a device model, a device serial number, a year the device was manufactured, a firmware version that the device is running, a configuration of a device, settings currently selected for device operation, an Internet protocol (IP) address of the device, a media access control (MAC) address of the device, a current page count for the device, a type of media the device is using, and a physical location of the device.

4. (Currently amended) The method of claim 1, wherein collecting user input comprises collecting user input at with the user interface of the imaging device.

5. (Currently amended) The method of claim 1, wherein collecting user input comprises collecting user input at with a separate user computing device that received the collected device data from the imaging device ~~with which the problem was encountered~~.

6. (Currently amended) The method of claim 1, wherein collecting user input comprises ~~at least one of~~ generating with the imaging device questions for the user and receiving with the imaging device answers to the questions ~~presented to the user and comments regarding the encountered problem that are provided by the user~~.

7. (Currently amended) The method of claim 6, wherein ~~collecting the answers or comments~~ receiving answers comprises the imaging device recording spoken answers ~~or comments~~ of the user with a microphone of the imaging device.

8. (Currently amended) The method of claim 1, wherein collecting user input comprises scanning a printed ~~document~~ survey sheet completed by the user that the ~~user has provided for scanning to the device~~ describes the encountered problem.

9. (Currently amended) The method of claim 1, wherein ~~generating~~ creating a customized problem report file comprises ~~generating~~ the imaging device creating a customized problem report file on the imaging device.

10. (Currently amended) The method of claim 1, wherein ~~generating~~ creating a customized problem report file comprises ~~generating~~ creating a customized problem report file on a separate computing device that received the collected ~~device~~ data from the imaging device ~~with which the problem was encountered~~.

11-12. (Canceled)

13. (Currently amended) The method of claim 1, further comprising sending the customized problem report file to another device such that an administrator can later review the customized problem report file and take appropriate action.

14. (Currently amended) The method of claim 1, further comprising sending the collected device data to another device for purposes of generating the customized problem report on that other device storing the customized problem report file in memory of the imaging device such that a technician can later retrieve the customized problem report file from the imaging device and take appropriate action.

15. (Currently amended) A system for reporting imaging device problems, the system comprising:

means provided on the imaging device for determining when that a device problem has been encountered on the imaging device;

means provided on the imaging device for collecting device data relevant to diagnosing or fixing the problem;

means for collecting user input regarding the encountered problem; and

means for generating a customized problem report file that ~~describes the problem and that includes~~ contains the collected device data and the collected user input.

16. (Currently amended) The system of claim 15, wherein the means for determining when that a device problem has been encountered comprise means for detecting on the imaging device a device error.

17. (Currently amended) The system of claim 15, wherein the means for determining when that a device problem has been encountered comprise means to receive for receiving a problem indication input by a user.

18. (Original) The system of claim 15, wherein the means for collecting device data comprise means for collecting one or more of a device model, a device serial number, a year the device was manufactured, a firmware version that the device is running, a configuration of a device, settings currently selected for device operation, an Internet protocol (IP) address of the device, a media access control (MAC) address of the device, a current page count for the device, a type of media the device is using, and a physical location of the device.

19. (Currently amended) The system of claim 15, wherein the means for collecting user input comprise a user interface of the imaging device that includes at least one of a button, a display, and a microphone.

20. (Currently amended) The system of claim 15, wherein means for collecting user input comprise a user computing device that is in communication with the imaging device ~~with which the problem was encountered~~.

21. (Currently amended) The system of claim 15, wherein the means for collecting user input comprise means provided on the imaging device for scanning a printed document provided survey sheet that has been completed by the user.

22. (Currently amended) The system of claim 15, further comprising means for sending the customized problem report file to another device.

23. (Currently amended) A problem reporting manager stored on a computer-readable medium, the manager comprising:

logic configured to identify on an imaging device a problem encountered with a the imaging device by a user;

logic configured to collect device data relevant to diagnosing or fixing a the problem;

logic configured to collect user input regarding the encountered problem; and

logic configured to ~~generate~~ create a customized problem report file that ~~describes the problem and that includes~~ contains the collected device data and the collected user input.

24. (Original) The manager of claim 23, wherein the logic configured to collect device data comprises logic configured to collect one or more of a device model, a device serial number, a year the device was manufactured, a firmware version that the device is running, a configuration of a device, settings currently selected for device operation, an Internet protocol (IP) address of the device, a media access control (MAC) address of the device, a current page count for the device, a type of media the device is using, and a physical location of the device.

25. (Currently amended) The manager of claim 23, wherein the logic configured to collect user input comprises logic configured to generate questions for the user and to receive at least one of answers to the questions presented to the user and comments regarding the encountered problem that are provided by the user.

26. (Currently amended) The manager of claim 23, wherein the logic configured to collect user input comprises logic configured to scan a printed document that survey sheet that has been completed by the user has provided to the device and that describes the encountered problem.

27. (Currently amended) The manager of claim 23, ~~further comprising wherein~~ the logic configured to identify the problem comprises logic configured to detect a device error and logic configured to query the user as to whether to create a customized problem report.

28. (Currently amended) The manager of claim 23, ~~further comprising wherein~~ the logic configured to identify a problem comprises logic configured to receive a problem indication from a the user that was input with a user interface of the imaging device.

29. (Currently amended) The manager of claim 23, further comprising logic configured to send the customized problem report file to another device.

30. (Currently amended) A problem reporting manager stored on a computer-readable medium, the manager comprising:

logic configured to receive device information ~~transmitted from a device with which a user encountered a problem~~ collected by and transmitted from an imaging device on which a problem has been encountered, the information being relevant to diagnosing or fixing the encountered problem;

logic configured to collect user input regarding the encountered problem;

logic configured to generate a customized problem report file that ~~is relevant to the encountered problem~~ contains the collected device information and the user input;
and

logic configured to send the customized problem report file to another device.

31. (Canceled)